



**Office of
General Services**



Division of Service-Disabled Veterans' Business Development

Annual Report | December 31, 2020



Andrew M. Cuomo
Governor
State of New York

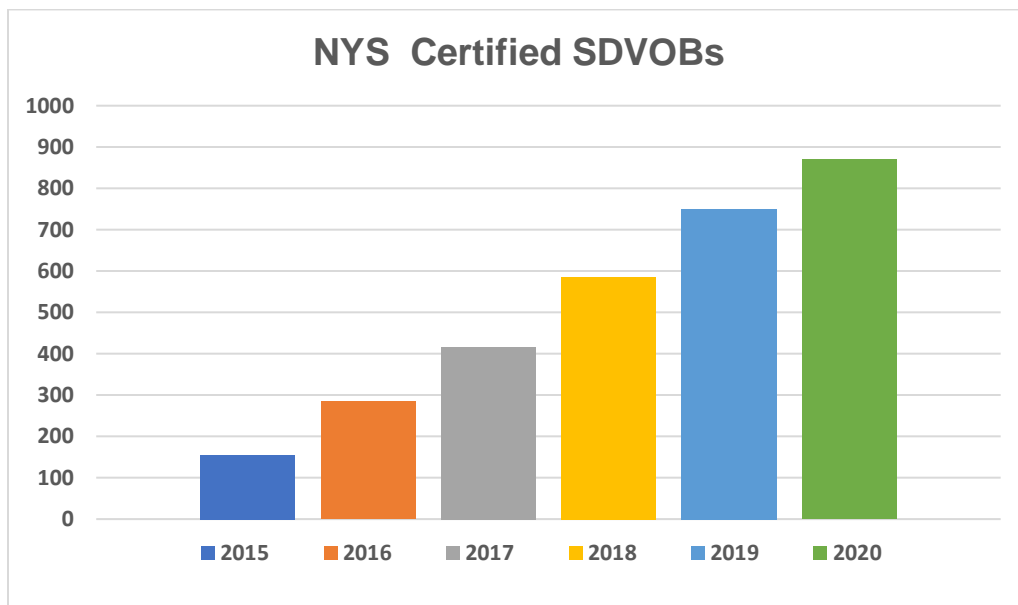
RoAnn M. Destito
Commissioner
Office of General Services

Background

In May 2014, Governor Andrew M. Cuomo signed the Service-Disabled Veteran-Owned Business Act (the Act) into law, which, in addition to other measures of support, establishes a 6% participation goal for service-disabled veteran-owned companies on State contracts, the highest in the nation. As part of that Act, Governor Cuomo created the Division of Service-Disabled Veterans' Business Development (the Division) within the Office of General Services (OGS). The Division monitors the activities of agencies and authorities, develops statewide annual reporting and, most importantly, assists Service-Disabled Veteran-Owned Businesses (SDVOBs) in becoming certified and positioned to do business through State contracts.

Certification

In 2020, the Division continued its national record pace of certifications with the certification of 178 SDVOBs, taking an average of 40.9 working days from receipt of an application to the certification decision. From the inception of the program, the Division has received 1,149 applications for certification resulting in 855 active NYS certified SDVOBs.⁽¹⁾



⁽¹⁾ To date, 142 applications (12.3%) have been denied or withdrawn for various reasons. There are 29 applications currently under review, and no appeals have been received. The certifications of 85 SDVOBs have been revoked due to buy-outs, retirement, incorporation, business dissolution, non-compliance, or failure to recertify and five are temporarily inactive. 33 SDVOBs have had their certification lapse due to failure to recertify.

Recertification

NYS SDVOB certifications are valid for five years. Of the 147 SDVOBs eligible for recertification beginning December 1, 2019 and ending December 31, 2020, 109 (74.1%) have recertified, four (2.7%) recertification applications are in process, one (0.7%) is pending receipt of application, and 33 (22.4%) have had their certification lapse due to failure to recertify.

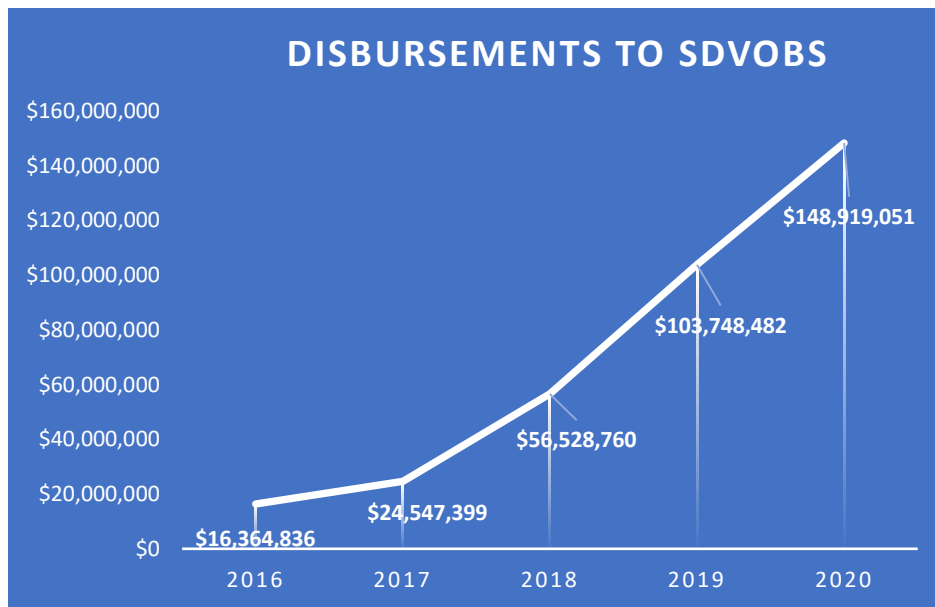
Sustained Outreach During COVID-19

In 2020, the Division performed extensive compliance training with agencies, authorities and prime contractors in addition to continuing to aggressively market the program both statewide and nationally. The COVID-19 pandemic restricted in-person outreach and forced the cancellation of the two-day 2020 Veterans in Economic Transition Conference (VETCON). The Division quickly adjusted to virtual outreach and as a result was able to maintain the significant growth rates of certifications, awards and disbursements.

In 2020, the Division hosted and/or participated in 57 webinars, training sessions, outreach meetings, and events with national, regional, State, and local entities. Additionally, the Division continued to market to and through its extensive network of veteran organizations and individual veterans.

Statewide Utilization

Disbursements to SDVOBs from October 1, 2019 through September 30, 2020 is just short of \$150 million, which represents a 43.5% increase over the same period one year earlier.



Each year represents calendar quarter 4 of the prior year plus quarters 1, 2 and 3 of the current calendar year.

Total Awards	2,621
Total Value of the Awards	\$174,979,704.61
Average Value of Award	\$66,760.67
Total Disbursements to SDVOBs	\$148,919,050.96

<i>Agency/Authority</i>	SDVOB Utilization	SDVOB Utilization
Adirondack Park Agency	\$13,692.92	53.1%
Agriculture and NYS Horse-Breeding Development Fund	\$11,164.57	9.0%
Albany County Airport Authority	\$313,580.73	0.9%
Albany Port District Commission	\$20,258.93	7.3%

<i>Agency/Authority</i>	SDVOB Utilization	SDVOB Utilization
Alcohol Beverage Control Board	\$184.37	0.6%
Battery Park City Authority	\$9,702,057.62	33.2%
Board of Elections	\$14,617.94	0.7%
Buffalo Fiscal Stability Authority	\$0.00	0.0%
Capital District Transportation Authority	\$47,369.18	1.1%
Cayuga County Water and Sewer Authority	\$0.00	0.0%
Central New York Regional Transportation Authority	\$16,142.96	0.4%
City University Construction Fund	\$1,845,683.85	3.4%
City University of New York	\$1,807,936.98	2.7%
Council on the Arts	\$0.00	0.0%
Department of Agriculture and Markets	\$5,987.33	0.5%
Department of Civil Service	\$59,897.75	9.2%
Department of Corrections and Community Supervision	\$1,999,035.38	12.1%
Department of Economic Development	\$0.00	0.0%
Department of Environmental Conservation	\$461,148.99	0.4%
Department of Financial Services	\$50,776.06	2.8%
Department of Health	\$762,287.59	5.7%
Department of Labor	\$316,998.75	6.1%
Department of Motor Vehicles	\$1,417,494.85	8.6%
Department of Public Service	\$81,600.36	5.5%
Department of State	\$7,299.53	0.5%
Department of Taxation and Finance	\$36,100.79	6.0%
Department of Transportation	\$27,855,320.94	6.5%
Development Authority of the North Country	\$337,072.73	3.0%
Division of Budget	\$13,542.76	89.4%
Division of Criminal Justice Services	\$6,682.99	61.4%
Division of Homeland Security and Emergency Services	\$1,786,303.10	11.2%
Division of Human Rights	\$28,584.16	11.8%
Division of Military and Naval Affairs	\$129,957.00	12.9%
Division of State Police	\$537,027.04	15.8%
Division of Veterans Services	\$9,707.26	24.4%
Dormitory Authority of the State of New York	\$6,993,187.17	1.3%
Empire Center at the Egg	\$0.00	0.0%
Empire State Development	\$5,019,331.42	0.5%
Environmental Facilities Corporation	\$133,469.37	3.0%
Erie County Fiscal Stability Authority	\$250.91	2.1%
Erie County Medical Center	\$979,257.64	2.5%
Executive Chamber	\$20,738.00	73.7%
Gaming Commission	\$364,006.89	12.1%
Governor's Office of Employee Relations	\$1,675.33	15.6%
Higher Education Services Corporation	\$218.00	1.3%
Housing Trust Fund Corporation/Governor's Office of Storm Recovery	\$116,925.98	0.6%
Hudson River Park Trust	\$689,658.45	5.6%
Hudson River-Black River Regulating District	\$6,959.10	4.0%
Jacob Javits Convention Center	\$1,045,961.60	5.3%
Joint Commission on Public Ethics	\$681.42	5.6%
Justice Center for the Protection of Persons with Special Needs	\$97,606.56	8.9%
Livingston County Water and Sewer Authority	\$122,206.11	10.7%
Long Island Power Authority	\$4,726,096.33	5.8%

<i>Agency/Authority</i>	SDVOB Utilization	SDVOB Utilization
Metropolitan Transportation Authority	\$31,269,774.61	3.8%
Nassau County Interim Finance Authority	\$0.00	0.0%
Nassau Health Care Corp.	\$0.00	0.0%
Natural Heritage Trust	\$0.00	0.0%
New York Power Authority	\$4,483,821.95	62.6%
New York State Bridge Authority	\$39,576.41	0.6%
New York State Energy Research and Development Authority	\$449,745.56	4.5%
New York State Homes and Community Renewal - DHCR, HTFC	\$3,035,624.78	6.5%
New York State Homes and Community Renewal - HFA, AHC, SONYMA, MBBA, TSFC	\$8,870,905.01	9.1%
New York State Insurance Fund	\$1,710,903.98	7.0%
New York State Thoroughbred Breeding and Development Fund Corporation	\$1,713.12	1.6%
New York State Thruway Authority	\$1,946,842.10	1.5%
Niagara Falls Water Board	\$24,566.82	0.4%
Niagara Frontier Transportation Authority	\$294,732.06	0.8%
Office for People with Developmental Disabilities	\$538,578.10	1.9%
Office for the Aging	\$3,821.60	7.6%
Office for the Prevention of Domestic Violence	\$1,757.70	8.8%
Office of Alcoholism and Substance Abuse Services	\$32.00	0.0%
Office of Children and Family Services	\$41,800.00	0.2%
Office of General Services	\$6,155,492.60	4.4%
Office of Information Technology Services	\$1,777,186.79	1.6%
Office of Mental Health	\$340,480.50	0.4%
Office of Parks, Recreation, and Historic Preservation	\$947,677.68	0.5%
Office of Temporary and Disability Assistance	\$1,213,394.35	6.7%
Office of the Inspector General and Welfare Inspector General	\$0.00	0.0%
Office of the Medicaid Inspector General	\$51,675.25	24.6%
Office of the State Comptroller	\$10,750.26	0.1%
Office of Victim Services	\$828.85	1.4%
Ogdensburg Bridge and Port Authority	\$0.00	0.0%
Olympic Regional Development Authority	\$547,158.46	1.0%
Port of Oswego Authority	\$1,550.74	1.4%
Public Employment Relations Board	\$891.00	3.1%
Rochester Genesee Regional Transportation Authority	\$33,714.52	8.8%
Roosevelt Island Operating Corporation	\$98,830.50	1.1%
Roswell Park Cancer Institute	\$1,035,955.66	3.4%
Schenectady Metroplex Development Authority	\$0.00	0.0%
State Commission of Correction	\$0.00	0.0%
State University Construction Fund	\$3,581,594.37	1.1%
State University of New York	\$8,575,784.82	2.0%
Syracuse Regional Airport Authority)	\$82,445.93	4.5%
United Nations Development Corporation	\$954,286.27	8.6%
Upper Mohawk Valley Water Authority	\$0.00	0.0%
Westchester County Health Care Corporation	\$579,452.85	10.6%
Workers Compensation Board	\$201,958.07	5.3%

Agency/Authority Efforts to Promote SDVOB Utilization

Adirondack Park Agency

The Agency's utilization percentage for the year was 53.1%. The Agency educates its procurement/purchasing personnel by having monthly discussions on updates to SDVOB legislation and requirements and will meet its FY 20-21 SDVOB Goal Plan of 6% in 20-21 Q3 with the procurement of equipment. The Agency reviews the SDVOB listing on a regular basis to determine if any new listings can provide needed services or commodities. With a limited discretionary budget, the Agency reviews all purchases to determine if the items can be purchased from a SDVOB and then reviews the cost analysis. The Agency has very few contracts and relies on discretionary purchases to meet the 6% SDVOB utilization goal.

Agriculture and NYS Horse-Breeding Development Fund

In 2020, the Fund has continued making strides in reaching its plan's goal of 6%. The Fund has increased its spending on advertising and marketing, which had allowed it to continue to use the services of a SDVOB vendor for the pilot program involving county fair racing. This increased SDVOB utilization from \$7,000 in Q2 to \$10,808.20 in Q4 of 2019-20 has helped the Fund in exceeding its goals while spending \$6,000 less in discretionary funds. The Fund will continue to seek SDVOB vendors for any projects or services needed in the future. However, much of the Fund's discretionary spending for advertising and promotional items is for trade-specific purchases, which are not available from SDVOB vendors. Fund staff have attended several conferences in the last two years to find more opportunities to utilize SDVOBs.

Albany County Airport Authority

The Authority helps SDVOB firms identify procurement opportunities and understand procurement processes, policies and procedures by soliciting certified SDVOBs for upcoming projects with the information they need to qualify, propose or bid. The Authority seeks to increase the pool of available SDVOB firms by encouraging uncertified firms to get certified as SDVOBs by providing the pertinent information and documents required to start the certification process. The Authority attends the annual SDVOB Conference to promote business opportunities at the Airport. The Authority works closely with prime contractors to ensure that they comply with requirements to report payments to subcontractors and that they make good faith efforts to meet the utilization goals established for the contract. Assistance to prime contractors includes providing them with lists of certified SDVOBs able to perform specific types of work that falls within the scope of the contract.

Albany Port District Commission

The Port of Albany has exceeded 6% SDVOB utilization for the last four quarters (7.3%) and will endeavor to build upon past successes and efforts to continue to hire SDVOB contractors. All staff are educated regarding SDVOB requirements at regularly held meetings. The General Counsel routinely reviews the Division's SDVOB directory for opportunities to engage contractors. The Port leadership is in regular contact with the Division to find certified contractors. With the cancellation of this year's VETCON, staff will look to other outlets to contact and inform eligible SDVOBs about opportunities at the Port. The Port puts SDVOB language in all procurement documents. Prior to the bidding of contracts, staff reviews the list of certified contractors and highlights the SDVOB focus with consultants in order to determine SDVOB goals on contracts. The Port monitors prime contractors to ensure that they make good faith efforts to meet the utilization goals established under the contracts.

Alcohol Beverage Control Board (SLA)

The SLA is hosted by the Office of General Services for finance and contracting. Many commodities and services used by the SLA are acquired through centralized State contracts. Other spending is made using purchase orders and the procurement card (P-card) system. The SLA has consistently sought to identify opportunities, with some success in the past, to engage certified vendors in procurement. The agency will continue to evaluate its purchasing needs and to seek opportunities to purchase from SDVOB vendors. The SLA remains committed to making a good-faith effort to increase SDVOB participation and to utilizing certified vendors for discretionary spending, where feasible, to reach the SDVOB goals.

Battery Park City Authority (BPCA)

When a procurement opportunity arises, BPCA's procurement team conducts extensive outreach to both the SDVOB community and the Division. BPCA also identifies companies owned by a disabled veteran but not yet certified as an SDVOB to connect them with OGS for certification. BPCA encourages SDVOB firms to apply as prime contractors, attend pre-bid RFP meetings, and send capability statements to Diversity@bpca.ny.gov. Vendors may also visit www.BPCS.ny.gov for procurement opportunities.

Board of Elections (BOE)

As part of BOE's day-to-day activities, the Administrative Office intends to regularly: Identify SDVOB resources from the SDVOB Directory and have an ongoing dialogue with Division staff, as necessary; actively solicit SDVOB vendors by diligently reviewing all possibilities on the centralized contracts; actively solicit SDVOB vendors for all open, competitive bid opportunities; and continually encourage BOE employees who are P-card holders to utilize SDVOB firms by reviewing statements to identify areas where utilization could be improved.

Buffalo Fiscal Stability Authority (BFSA)

The BFSA routinely searches the SDVOB database to identify vendors that provide the goods/services sought in order to meet the annual goal of 6% SDVOB spending. A thorough cost analysis is performed to ensure the BFSA's spending is cost-effective and SDVOB vendors are utilized where appropriate. BFSA purchases are generally limited to office supplies, and, due to the COVID-19 pandemic, BFSA purchasing of office supplies has decreased as all staff have been working remotely since the implementation of Executive Order No. 202. Meeting the SDVOB participation goal for FY 2020-21 of 6%, of which 0.0% has been met, will be challenging, but the BFSA will continue to strive to meet the goals of this beneficial program.

Capital District Transportation Authority (CDTA)

The average utilization for the previous four quarters is less than 1%. As the SDVOB Directory grows, CDTA hopes to see more opportunities for participation. Staff has been very focused on purchases and issues related to the COVID-19 pandemic since March 2020, which has required significant spending on PPE from the vendor that can provide the commodity as quickly as possible, which has taxed staff time and skewed utilization further. Staff continues to review the directory for more certified firms with the goal of utilizing them for CDTA needs.

Cayuga County Water and Sewer Authority (CCWSA)

CCWSA continues to conduct its business to support SDVOB programs. Currently, CCWSA does not have State contracts or subcontracts in need of procurement, limiting the utilization ability for this

program. Although CCWSA is a relatively small water and sewer utility service (revenue-based business) with limited opportunities for procurement, it continues to search the SDVOB network of businesses and the guidance provided by the program. CCWSA has had staff turnover again in the past year. Education of staff regarding the program is ongoing and use of the SDVOB Directory is encouraged whenever practical. CCWSA will continue to search opportunities to utilize the SDVOB program.

Central New York Regional Transportation Authority (CNYRTA)

CNYRTA remains committed to utilizing SDVOBs and continues to make every effort to ensure SDVOBs are included in all contracting opportunities. The SDVOB Directory is reviewed regularly by the procurement staff, and opportunities are sent to businesses that meet the description in each specification. Additionally, prior to bid submissions, a pre-bid meeting is conducted to inform potential bidders about subcontracting opportunities and CNYRTA's commitment to maximize utilization of SDVOBs. Due to the lack of construction contract needs, CNYRTA focuses on commodities and services as the main contracting categories in which to capture SDVOB utilization.

City University Construction Fund (CUCF)

CUCF continues to remain committed to increasing participation in the SDVOB program. CUCF conducts analysis of procurements to identify opportunities for SDVOBs in expanded categories (financial, real estate and legal services). CUCF continues its outreach efforts through its website (www.cuny.edu/cunybuilds), providing information on current and partnering opportunities on projects, sharing links to support organizations, emailing open solicitations (including use of discretionary purchasing authority), and participating in the Competitive Edge SDVOB Conference, VETCON, and other events targeting SDVOB vendors. CUCF, together with CUNY, hosts an annual conference, including a workshop specifically to address SDVOB concerns and provide networking opportunities. Procurement and Construction Administration colleagues are educated on SDVOB guidelines to support and encourage developing opportunities for vendors.

City University of New York (CUNY)

CUNY remains committed to increasing SDVOB participation on its procurement opportunities. CUNY established system-wide SDVOB guidance, reemphasized SDVOB requirements during its monthly administrative meetings, and continues to actively track SDVOB utilization through its financial management system. All campuses are strongly encouraged to exercise their informal (discretionary) purchasing authority and consider set-aside procurements.

The Sell to CUNY website (cuny.edu/selltocuny), Sell to CUNY brochure, and Chart of Frequently Purchased Goods and Services were refreshed for FY21 to further enhance access to information on CUNY's procurement opportunities. CUNY's Supplier Diversity Team remains available to meet and strategize with SDVOB firms interested in doing business with CUNY and also conducts SDVOB-focused email outreach for specific solicitations. CUNY participates in 30+ supplier diversity events each year and hosts an annual supplier diversity conference where SDVOBs can network with CUNY's 25 colleges, selected prime contractors and suppliers, and with CUNY's Supplier Diversity Team.

Council on the Arts (NYSCA)

NYSCA has limited discretionary operational funding. Much of the NYSCA budget is allocated to salaries, rent, and utilities. The remaining allocation supports travel, supplies, and equipment. Due to NYSCA's small size, its budget and its mission, there are very few opportunities for agency contracting.

Most of NYSCA's procurement is done through discretionary purchasing. All State procurement guidelines and regulations are followed and, when necessary, the Contract Reporter is utilized.

Department of Agriculture and Markets (Ag & Mkts)

Ag & Mkts has tried to identify discretionary spending set-asides limited to SDVOBs, but these opportunities still prove to be scarce. With COVID-19, agency discretionary purchasing has slowed down for much of the year. In addition, the cancellation of the NYS Fair also contributed to a decrease in SDVOB spending during this year. Ag & Mkts was able to source some COVID-related purchases through an SDVOB which was helpful. Ag & Mkts continues to search for potential SDVOB opportunities by monitoring spending. To highlight Ag & Mkts' commitment to doing business with SDVOBs, the standard SDVOB language is included in procurement and contract documents regardless of whether or not there are goals.

Department of Civil Service (CS)

Discretionary purchases present the greatest opportunity for the Department to achieve its SDVOB goals. When the Department is buying services or commodities that are not available from a preferred source, purchasing staff perform a thorough review of the OGS centralized contracts and SDVOB Directory to identify potential vendors. The Department aims to purchase medical supplies and equipment from Mountainside Medical Equipment, Inc., which offers many items needed by the Employee Health Service unit. The Department purchased mass emailing software from Regiment Technology, an OGS centralized contract vendor. These purchases represent recurring needs that will allow the Department to meet its utilization goals in future years. During FY 2019-20, the Department achieved 9% SDVOB utilization by purchasing from these vendors.

Department of Corrections and Community Supervision (DOCCS)

DOCCS remains committed to increasing its procurement opportunities to SDVOBs and employs all procurement options available within the scope of the SDVOB program to maximize SDVOB utilization including goal setting, discretionary purchasing, and set asides. DOCCS strives to utilize SDVOB vendors whenever possible for all purchases unavailable through a preferred source or centralized contract, including purchases under the \$25,000 threshold to promote SDVOB utilization. DOCCS continues to search for potential SDVOB vendors by reviewing the SDVOB Directory for SDVOB availability prior to beginning any procurement and by participating in SDVOB outreach events designed to identify new vendors, including VETCON.

Department of Economic Development (DED)

DED has internal guidance for all staff on the purchasing, RFP and contract management process. Within this guidance, program staff are instructed to contact the Office of Contractor and Supplier Diversity (OCSD) for a determination of SDVOB goals, if applicable, on procurements. Program staff also need to be familiar with purchasing oversight guidance, which includes information on the consideration of SDVOBs for different procurement types. DED staff attend VETCON to meet SDVOBs and identify potential firms for future opportunities. OCSD created a policies and procedures manual that includes establishing goals, contract management, and maximizing utilization. DED will continue to focus on discretionary opportunities for SDVOBs where possible and will host internal agency-wide trainings to increase utilization.

Department of Environmental Conservation (DEC)

To make recommendations as early on in the process as possible, the SDVOB program is housed within DEC's procurement bureau. This year, budget constraints as a result of the on-going pandemic reduced SDVOB utilization, but DEC has seen some improvement in utilization due partially to existing contracts. All DEC contracts are subject to SDVOB subcontract goal setting analysis. Utilization of SDVOBs as subcontractors in DEC contracts is progressively increasing and is expected to have a positive effect on overall utilization this coming year. Staff engage the SDVOB community on a regular basis to determine appropriate advertising and SDVOB subcontract goal setting. By researching the SDVOB database and comparing the available certified businesses to each scope of work and location, DEC makes a goal determination for each contract. Staff regularly educate colleagues on the variety of ways SDVOBs can be engaged. Use of SDVOBs is part of a certified business checklist, required of each procurement under \$50k. Program division staff detail steps employed to engage SDVOBs or provide reasons when there are no opportunities.

Department of Financial Services (DFS)

While DFS's utilization rates over the last four quarters were lower than prior periods, DFS remains committed to seeking opportunities to do business with certified SDVOBs. It continues to pursue an SDVOB set-aside procurement in the area of background investigation services, uses SDVOB vendors obtained from centralized contracts, and achieves some utilization through the use of an SDVOB subcontractor on an actuarial services contract. DFS has attended all the annual VETCON events and will continue to do so in the future.

Department of Health (DOH)

DOH anticipates future SDVOB spending to increase as contracts are executed and spending commences. SDVOB goals are set on the Statewide Health Care Facility Transformation capital projects with an overall SDVOB goal of 6%. DOH staff meet with capital awardees to discuss the SDVOB language in their capital contracts, assist awardees with the SDVOB Directory, and pursue SDVOB spending opportunities. DOH has established procurement policies and procedures to identify and promote the utilization of SDVOBs. DOH is increasing communication with purchasing staff at DOH facilities in efforts to increase discretionary SDVOB purchasing opportunities. DOH looks to align SDVOBs with these opportunities at upcoming events and to monitor good-faith efforts to maximize utilization and enforce compliance.

Department of Labor (DOL)

DOL recognizes the need to ensure certified SDVOBs have the opportunity for maximum feasible participation on agency contracts. DOL has established procurement policies and procedures to identify and promote the utilization of SDVOBs. DOL attributes its successful utilization to routinely soliciting SDVOBs for discretionary purchases. The SDVOB Administrator advises procurement and contract staff of updates to the SDVOB directory and the increase of SDVOBs on centralized contracts. In addition to the SDVOB Administrator working with program areas as procurements are being developed to determine if there is opportunity for SDVOBs, DOL has committed to purchasing office supplies from an SDVOB off the centralized contract. DOL also participates in forums to identify SDVOBs that can provide goods and services.

Department of Motor Vehicles (DMV)

Throughout 2020, DMV has continued to promote the utilization of SDVOBs on State contracts and subcontracts. For procurements issued, DMV searches the SDVOB Directory for potential participation. DMV ensures that the SDVOB standardized solicitation and contract language is incorporated in each procurement and continually reviews the SDVOB Directory to search for purchasing opportunities using discretionary funds. DMV attends all SDVOB trainings to keep apprised of any changes or updates to the program and sends staff to SDVOB events to network with prospective SDVOBs. DMV has been successful in maintaining a SDVOB utilization above 6% for several quarters.

Department of Public Service (DPS)

DPS greatly exceeded the 6% utilization goal in FY 19-20 and is on track to meet or exceed the goal in FY 20-21. Due to the pandemic, stay-at-home orders, and the fiscal crisis, utilization has been down in recent months, but DPS anticipates it will rise again as staff return to the office. DPS has continued outreach efforts to secure contracts with the SDVOB community by advertising open competitive procurement opportunities in the NYS Contract Reporter and on DPS's website, with the expectation that this will generate more competition and increase the likelihood of SDVOB participation. DPS's procurement staff are aware of all SDVOB regulations and guidelines and attend training when available.

Department of State (DOS)

DOS's challenges in achieving a 6% SDVOB goal include its limited discretionary spending and the limited SDVOB vendor pool to provide the types of commodities and services DOS needs. DOS relies on centralized contracts for many standard commodities and services. DOS has increased SDVOB utilization through targeted purchasing efforts and grant subcontracts. To promote SDVOB utilization, DOS included SDVOB language in procurement/contract documents and disseminated information to grantees, explaining the benefits and encouraging grantees to make every effort to engage SDVOBs. In Q3 and Q4 FY 19-20, DOS was able to secure SDVOB utilization and intends to continue creating opportunities for SDVOB participation to the maximum extent possible. DOS also provides intra-agency training to educate staff about the program.

Department of Taxation and Finance

Procurement staff routinely utilize the below techniques as part of the Department's strategy to maximize SDVOB utilization:

- Include SDVOB language in Department contracts and solicitations.
- Utilize statutory discretionary buying threshold as well as set-aside's for SDVOB firms, when applicable.
- Continually encourage P-card holders to utilize SDVOB firms.
- Reach out to sister agencies to discuss their strategies to maximize SDVOB utilization and identify potential SDVOB vendors.
- Attend the 2021 VETCON event if offered in 2021.

Department of Transportation (DOT)

DOT intends to work closely with the Division to reach the statewide 6% goal. DOT OCR has been working with Regional Design Offices to provide guidance on how to assess opportunities for SDVOBs on set asides for construction contracts. DOT purchasing compliance staff will continue to conduct staff training in FY 21-22 to review the SDVOB program with DOT buyers across the State including the use of SDVOB set asides. DOT will continue to include SDVOBs in its federally funded WorksmartNY Orientation program. DOT has initiated a SDVOB webinar series on how to work with DOT. This program is targeted for newly certified firms and for firms that have been underutilized on DOT projects.

Development Authority of the North Country

The Authority continues to look for opportunities to meet and exceed the 6% SDVOB goal on procurements. Total utilization for FY 19-20 was 5.396%, and the Authority was able to obtain this by promoting the use of SDVOBs utilizing the following procurement methods:

- Use of SDVOBs as diversity suppliers on centralized contracts
- Procuring commodities/services through the Authority's SDVOB discretionary spend option
- Encouraging SDVOBs to sign up on the Authority's website portal to receive email notifications when new IFB/RFP opportunities are posted
- Setting SDVOB participation goals on IFBs and RFPs where applicable
- Direct solicitation of qualified SDVOBs when IFBs and RFPs are released

The Authority also participates in local and regional matchmaker events and expos to promote its upcoming procurement opportunities and speak with interested SDVOBs.

Division of Budget

The Division's goal is to purchase services and commodities from SDVOBs as much as practicable. Based on the Division's pattern of spending and the makeup of certified SDVOBs, the Division's strategy is focused primarily on the purchase of office supplies. The Division evaluates all service and commodity procurements to gauge whether they are suited for subcontracting goals, set asides, or direct purchase from a certified SDVOB. In addition, the Division continuously monitors the certified SDVOB Directory to identify areas where purchases could be made from an SDVOB vendor. The Division's procurement staff are aware of all SDVOB regulations and guidelines and will continue to evaluate all procurements for SDVOB utilization.

Division of Criminal Justice Services (DCJS)

As an annual average, DCJS is on track to meet or exceed the 6% goal. DCJS includes SDVOB language in solicitations and contracts. Quarterly meetings are held with DCJS program procurement liaisons to encourage the use of SDVOB vendors. Informative communications pertaining to SDVOB are sent to program areas. DCJS includes an SDVOB segment as part of its "Procurement 101" training. DCJS has uploaded SDVOB information to the DCJS Intranet. DCJS Procurement promotes the use of SDVOB vendor utilization when there is an opportunity for a SDVOB to provide needed commodities/services.

Division of Homeland Security and Emergency Services (DHSES)

DHSES reviews all purchases for SDVOB opportunities. This process involves the agency's Finance Unit to seek out opportunities when available throughout the entire purchasing workflow. DHSES utilizes SDVOB vendors and resellers and looks to increase its utilization moving forward as it continues to network with various vendors and resellers. DHSES Finance is optimistic that the move to SFS P2P will also increase utilization because of SDVOB vendors being added to the SFS Catalog. DHSES experienced a significant jump in utilization in the first quarter of FY 20-21 and strives to build off that moving forward.

Division of Human Rights (DHR)

DHR's procurement department actively pursues engaging SDVOB vendors in its routine purchases. During calendar year 2019 DHR made purchases from SDVOB vendors and encouraged eligible vendors to seek SDVOB certification.

DHR utilized SDVOB vendors whenever possible and was successful in achieving the following utilizations: FY 19-20 Q3 – 13.517%; FY 19-20 Q4 – 11.595%; FY 20-21 Q1 – 0.000% (due to COVID-19, curtailed spending reduced SDVOB utilization); FY 20-21 Q2 – 12.381%. The DHR 2020-2021 Master Goal Plan forecasts a 6% SDVOB utilization or better, and DHR is confident in its ability to accomplish this goal.

Division of Military and Naval Affairs (DMNA)

DMNA purchasing staff has been heavily involved in the COVID-19 life support for the military forces supporting State missions since March 2020. The staff will continue to attend SDVOB training whenever offered and will in turn conduct training with program staff on how to search for SDVOBs and check which vendors could meet the requirements. Purchasing staff continuously advise and monitor program staff requests to purchase to ensure they are complying with SDVOB guidelines and encouraging future SDVOB vendors to contact the SDVOB Division staff to become certified.

Division of State Police (NYSP)

NYSP has developed purchasing guidelines that are distributed to all employees that are involved in purchasing and/or contracting. Specific instructions regarding the identification, solicitation and use of SDVOBs are included in this document. NYSP utilizes the SDVOB Directory, OGS contract listings, and information on file to identify SDVOB vendors for purchases. Solicitations received from SDVOB vendors and all promotional materials are kept on file electronically and are added to current or future bidder lists as appropriate. This file is reviewed by purchasing staff to ensure familiarity with vendors that provide required goods and/or services. Correspondence or other marketing contacts received from businesses are reviewed and the information is added to NYSP files for future reference. In addition, the NYSP participates in VETCON.

Division of Veterans' Services (DVS)

DVS promotes New York State's SDVOB set-aside goal at outreach events across New York State. Given that the target audience is veterans, including veteran business owners, DVS's public-centered programs provide a golden opportunity to increase awareness of the SDVOB certification process and NYS's desire to contract with SDVOBs for goods and services. DVS also promotes the State's SDVOB opportunities on its social media platforms.

DVS's own contracting opportunities with SDVOBs are limited. Most of DVS's largest purchases are exempt (e.g., Call Center services provided by the Human Services Call Center at OCFS). DVS will strive to meet the 6% SDVOB goal in the upcoming fiscal year, primarily through purchases of promotional items to use at the agency's outreach events but recognizes that this may be difficult due to the above-described limits placed on the agency.

Dormitory Authority of the State of New York (DASNY)

DASNY remains committed to maximizing contractual opportunities for SDVOBs. DASNY engaged SDVOBs for prime and subcontracting opportunities in construction, construction-related professional services, internet technology, operations, and commodities/services. Outreach includes: direct notice of procurement opportunities to SDVOBs; participating in NYS virtual matchmaking events and the NYS Virtual MWBE/SDVOB Forum; organizing DASNY statewide virtual networking sessions; and enrolling SDVOBs in DASNY's Registry, Plan Holders Lists and Interested Subcontractor/Suppliers List, which is designed to link M/W/SDVOB/SBEs with DASNY opportunities. DASNY's Opportunity Programs Group meets regularly with other divisions within DASNY to identify opportunities for SDVOB firms. DASNY's pending Capital Management Plan provides bonding assistance, capital access and backend management to SDVOBs. DASNY has implemented an MWBE/SB Pilot Program pursuant to Public Authorities Law § 1678(29), which will benefit those NYS Certified SDVOBs that meet the Small Business requirements set forth in the statute.

Empire Center at the Egg (The Egg)

Due to the COVID-19 pandemic, The Egg has been closed since March 2020. A re-opening date has not been set, but at this point in time it appears that this will not occur before the third quarter of FY 2021-22. When The Egg does re-open, the primary strategy for increasing SDVOB participation will be through staff reminders to utilize the SDVOB database when submitting procurement requests. The Egg will continue to work with its partnering agencies at the Empire State Plaza to share information regarding SDVOB vendors who may be eligible for the procurement process.

Empire State Development (ESD)

The Office of Contractor and Supplier Diversity (OCSD) assesses goals on procurements, analyzing the subcontracting opportunities and availability of SDVOBs on projects. From FY19-20 Q3 to FY20-21 Q2, ESD's SDVOB utilization will be over \$5 million. ESD regularly attends VETCON to meet SDVOBs, discuss ESD opportunities, and identify potential SDVOB firms for future opportunities. ESD has also focused on outreach to SDVOBs to increase utilization within available opportunities and includes SDVOBs in discretionary spending opportunities wherever possible. In order to meet 6% SDVOB utilization, ESD plans on continued outreach to SDVOBs, including targeted project-specific outreach to SDVOBs to discuss upcoming opportunities and tangible ways that firms can access upcoming contracting opportunities. ESD will also increase internal trainings to increase utilization.

Environmental Facilities Corporation (EFC)

EFC evaluates all corporate procurements for professional services for SDVOB participation and strives to apply a 6% goal whenever feasible. EFC also uses its discretionary spending authority to utilize SDVOBs for professional services and for the purchase of information technology products and miscellaneous office supplies whenever feasible. In addition, EFC regularly participates in conferences and outreach events. EFC has developed guidance for recipients of EFC financial assistance and contractors and subcontractors on EFC-funded projects in order to assist in compliance with EFC's programmatic requirements. As part of this guidance, EFC sets a 6% SDVOB participation goal for State-funded projects and encourages the use of SDVOBs on federally funded projects.

Erie County Fiscal Stability Authority

The Authority has successfully identified SDVOB vendors through the continuous use of the SDVOB vendor list for any purchase the Authority is looking to make and will continue to review the list of SDVOB vendors to work on increasing participation.

Erie County Medical Center (ECMC)

ECMC's strategies include:

1. Assessing all Invitation for Bids and Request for Proposals for SDVOB participation goals applicable to the procurement.
2. Conducting pre-bid calls where potential respondents are educated on SDVOB requirements and reporting.
3. Requiring a utilization plan to be submitted as a bidding requirement.
4. Working with initially deficient respondents to identify SDVOBs and cure deficient plans.
5. Updating ECMC's web page with procurement opportunities.
6. Continuously educating staff on the importance of including SDVOB goals in its contracts.
7. Utilizing a process to review for discretionary spending opportunities.

Executive Chamber

The Executive Chamber's goal is to procure services and commodities from SDVOBs whenever possible. Due to the current procurement needs of the Chamber, all SDVOB utilization is achieved by purchasing office supplies. The Chamber's procurement staff reviews each purchase request to determine whether SDVOB utilization is possible. In addition, the Chamber closely monitors the SDVOB certification directory to identify vendors from whom purchases can be made. The Chamber is fully supportive of the SDVOB program and will continue to utilize SDVOB vendors at every opportunity.

Gaming Commission (NYSGC)

NYSGC has made a concerted effort to evaluate its processes to increase SDVOB utilization. The analysis of waivers, exemptions and exclusions has helped NYSGC develop more meaningful metrics for its SDVOB program. NYSGC has in place policies and procedures related to the SDVOB program for FY 2021-22, which will be instrumental in attaining or exceeding the SDVOB goal in a consistent manner. NYSGC has worked closely with procurement staff and is dedicated to meeting and hopefully exceeding the established 6% goal and will continue to assess each procurement opportunity and set a goal, where applicable on each contract. To identify SDVOB contractors, the SDVOB compliance staff in cooperation with the Contract Management Staff will utilize the SDVOB Directory of NYS Certified SDVOBs. Good faith efforts by prime contractors to use SDVOB subcontractors will be monitored closely.

Governor's Office of Employee Relations (GOER)

GOER seeks to procure through SDVOB vendors whenever possible. All agency procurement and contract documents include language for use of SDVOBs, and each procurement is assessed for SDVOB prime and subcontracting opportunities. Contract Reporter ads include the agency's SDVOB goals for that procurement, as applicable. As a means of promoting SDVOB utilization, GOER attends SDVOB outreach events such as VETCON. Also, GOER has a link on its website to the website of the SDVOB Division.

Higher Education Services Corporation (HESC)

Before beginning the procurement process, HESC determines whether a qualified SDVOB is available to provide all or a portion of the goods/services being sought. HESC's purchasing staff reviews the SDVOB Directory to ensure that qualified vendors are properly identified and involved. HESC will continue its practices, while educating procurement staff on ongoing requirements and new opportunities, with the hope that additional SDVOB vendors can be identified to fulfill HESC's needs.

Housing Trust Fund Corporation/Governor's Office of Storm Recovery (GOSR)

GOSR, through its Monitoring and Compliance Department (MCD), is implementing efforts to promote participation and utilization of SDVOBs. These include the following:

- Including SDVOB language in all applicable GOSR RFPs;
- Sending regular emails to SDVOBs regarding GOSR's current contracting opportunities;
- Collecting quarterly SDVOB reports from direct vendors;
- Updating GOSR's SDVOB process to include:
 - Revised SDVOB plans collected at the procurement phase; and
 - The addition of updated SDVOB plans throughout the contract lifecycle, including the requirement for good faith efforts, where necessary;
- Updating GOSR's website to include the following:
 - Information regarding SDVOB-applicable contracts;
 - Information pertaining to SDVOB utilization plans, where required; and
 - Information regarding SDVOB waivers, which are added upon issuance of a waiver;
- Continuing quarterly check-ins with direct vendors to provide:
 - Training and technical assistance on SDVOB compliance through the life of their contracts;
 - Continued technical assistance and training on SDVOB requirements to all stakeholders; and
 - Training SDVOBs on use of GOSR's "Opportunities Portal";
- Participating in SDVOB-targeted events through New York State, including VETCON.

Hudson River Park Trust (HRPT)

In 2020, HRPT made a concerted effort to increase its utilization of SDVOB certified vendors through training and improved outreach. HRPT regularly conducts procurement training and refreshers for its project management, procurement, legal, financial, and administrative staff, including training on the use of discretionary procurement and set-aside opportunities for SDVOBs. In November 2019, HRPT's Procurement and Compliance staff attended the 2019 VETCON Annual conference, promoting HRPT amongst SDVOB vendors and actively participating in several roundtable discussions. HRPT was eagerly awaiting the 2020 conference, which unfortunately was postponed due to the COVID pandemic. HRPT's overall efforts have led to an increased SDVOB participation in active contracts when compared to prior fiscal years. For example, in Q1 and Q2 FY 20-21, HRPT has achieved 9.77% SDVOB participation as compared to a 3.7% SDVOB participation in Q1 and Q2 FY 19-20, which, in turn, constituted a 2% increase from the 1.3% for Q1 and Q2 FY18-19. HRPT will continue its outreach and training efforts as it strives to meet its 6% FY20-21 SDVOB utilization goal.

Hudson River-Black River Regulating District

The District's overall strategy consists of identifying SDVOB firms, both primary and secondary, from the SDVOB Directory that serve the North Country. All purchases are reviewed to determine SDVOB opportunities. The District relies upon discretionary purchases to meet its goal. Additionally, the District sends "general requests for qualifications" to all engineering firms demonstrating hydraulic/hydrologic capabilities. All proposals requiring hydraulic/hydrologic capabilities are sent to those firms identified. The firms selected are required to utilize SDVOB sub-consultants where applicable. Where possible, the District unbundles contract deliverables. All contracts include SDVOB language. To further support its efforts, the District's purchasing personnel are educated regarding SDVOB legislation and requirements. The Compliance Officer is the SDVOB point of contact and assists staff in identifying opportunities for SDVOB utilization. The SDVOB database is routinely searched for vendors for the goods or services being procured. The District will continue to work with staff to increase awareness and to build upon its current efforts.

Jacob Javits Convention Center

It is the goal of the Corporation to award a fair share of procurement contracts to SDVOBs. To reach this goal, (a) bidders of contracts expected to exceed \$50,000 are encouraged to subcontract SDVOBs, (b) for projects below \$50,000, the Corporation solicits bids with a primary focus on SDVOBs suitable for the work required, (c) the Purchasing Department maintains a list of SDVOBs by area of expertise, and individuals responsible for soliciting bids and proposals reach out to SDVOBs to encourage them to submit bids, and (d) for projects over \$50,000 the Corporation contacts the SDVOB liaison with the project information for additional help reaching prospective vendors. During the last two quarters of FY 2019-20, utilization improved steadily from 6.14% in FY 19-20 Q3 to 11.33% in FY 19-20 Q4 due to direct outreach efforts implemented. During the last two quarters of FY 2020-21, utilization has decreased due to the COVID-19 pandemic to 0.69% in FY 20-21 Q1 and 0.34% in FY 20-21 Q2.

Joint Commission on Public Ethics (JCOPE)

JCOPE's Director of Administration oversees three staff in all procurement activities. All staff have been trained and are aware of SDVOB goals assigned to the agency. All service and commodity discretionary procurements are required to attempt to utilize SDVOB vendors for purchases to include office supplies, computer hardware, and audit services. As SDVOB vendors are added to the available vendors who supply these goods and services, JCOPE will procure accordingly.

Justice Center for the Protection of Persons with Special Needs

After ensuring that purchasing staff are equipped with the most recent eligible SDVOB vendor lists through internal email distribution, the review process at the Justice Center includes: (i) vetting commodities and services available through centralized contracts for SDVOB-approved vendors before procuring; and (ii) closely examining the most recent eligible SDVOB vendor tracking sheets before making discretionary purchases.

The Justice Center has worked to increase its SDVOB usage during 2020 by continuing to employ this approach. The agency has added Power Edge to its list of SDVOB vendors. Along with Allegra Marketing and the other SDVOB vendors used by the Justice Center, this vendor was identified through the standard SDVOB review process. The majority of Justice Center purchasing is made through centralized contracts which has the effect of limiting the opportunities for open-market procurements. However, as circumstances warrant, the Justice Center will attempt to explore the use of set-aside contracts.

Livingston County Water and Sewer Authority (LCWSA)

LCWSA is committed to maximizing SDVOB opportunities. While LCWSA has very few contracts and subcontracts that meet the State contract amount thresholds, the LCWSA has taken proactive steps internally and externally to encourage SDVOB participation in LCWSA contracts. Internally, as part of its regular staff meetings, staff are reminded of the SDVOB Directory and are encouraged to utilize the Directory whenever practical. As part of construction meetings for ongoing contracts, contractors and subcontractors are encouraged to seek additional opportunities to utilize certified SDVOBs. LCWSA recently completed construction on a major capital improvement project at its Lakeville Wastewater Treatment Plant, and final payment to the SDVOB-certified general contractor was made in Q3 FY 2019-20, which has enabled the LCWSA to exceed its overall 6% SDVOB utilization goal.

Long Island Power Authority (LIPA)

In the last year, LIPA has worked diligently to increase utilization of SDVOBs. For example, LIPA:

- Has brought in SDVOBs to meet with decision makers and proposed the use of more discretionary spend and set-asides for SDVOBs, including participation with LIPA buyers to promote SDVOB suppliers
- Participated in the Competitive Edge Virtual Conference
- Utilized an SDVOB for the internal supplier diversity group contractor
- Worked with a prime supplier, Anixter, to use SDVOB subcontractors as part of the Mentor-Protégé program
- Attended pre-bid meetings with prime contractors emphasizing utilization of SDVOBs.

Metropolitan Transportation Authority (MTA)

MTA remains fully committed to increasing its procurement opportunities to SDVOBs. MTA has awarded a total of \$40,883,076 in contracts to SDVOBs during the previous four quarters: \$10,474,273 for FY 2019-20 Q3; \$5,686,758 for FY 2019-20 Q4; \$19,589,968 for FY 2020-21 Q1; and \$5,132,077 for FY 2020-21 Q2. MTA agencies have continued their efforts to train their procurement staff on SDVOB requirements, solicit from SDVOBs for commodity purchases, identify SDVOB resources from the SDVOB Directory, and notify prime contractors of the SDVOB program. MTA's discretionary procurement, with its threshold increased to \$1 million, allows for solicitation of SDVOBs without a formal competitive process in order to maximize utilization. MTA encourages its procurement staff to participate in outreach events focused on opportunities for SDVOBs, including the annual VETCON and Competitive Edge events, to help SDVOBs develop relationships and generate business opportunities with the MTA and its operating agencies. MTA also has a procurement focus for certified SDVOBs in the areas of financial services, construction, and information technology.

Nassau County Interim Finance Authority (NIFA)

All of NIFA's RFPs have an SDVOB goal of 6%. NIFA has a small administrative staff that works closely together in all aspects of NIFA's administration. The Executive Director manages the functions of this unit and oversees implementation of NIFA's policy and directs NIFA's efforts to grant SDVOBs an opportunity to compete for NIFA business. NIFA conducted two RFPs in 2020 and specifically reached out to the SDVOB Division in consideration of a candidate. As a result of the outreach, six broker dealers have been added to NIFA's remarketing team. NIFA continues to include an SDVOB dealer/broker in its monthly bids. NIFA will actively continue its outreach for inclusion of SDVOBs to fulfill its business needs.

Nassau Health Care Corp. (NHCC)

NHCC has an MWBE/SDVOB liaison who oversees outreach for all bid opportunities. Once a bid is placed on the NHCC website, the liaison solicits the bid to SDVOB vendors as well as aiding them with filling out the bid documents. The liaison also attends forums and conferences to raise awareness and find more SDVOB vendors that may be interested in doing business.

Natural Heritage Trust (NHT)

NHT continues to encourage agency partners to contact SDVOB vendors when they are procuring services or products by providing a list of all SDVOB businesses to staff responsible for procurements in their regions. A compliance form is distributed to all regions requiring them to report on which SDVOBs were contacted for bids. Most often, NHT raises funds for a portion of a given program or project—most procurements are done by partner agencies (NYS Parks and NYS DEC)—so NHT is somewhat limited to promoting the use of SDVOBs through its partner agencies.

New York Power Authority (NYPA)

NYPA/Canal Corporation continues to see an increase in spending with SDVOBs and is on track to exceed its goals. NYPA has continued success in providing links on nypa.gov that give subcontractors and suppliers an opportunity to express interest in procurement opportunities. NYPA saw an increase in subcontractor awards and direct awards to SDVOBs throughout 2020 despite the COVID pandemic. NYPA/Canal Corporation has held two virtual events, which were well attended by SDVOBs and provided an opportunity to reach out to firms that would not normally be able to attend NYPA events due to travel and logistics. NYPA is working on revamping its SDVOB program to ensure that it is removing barriers and helping firms to build their capacity.

New York State Bridge Authority

The Bridge Authority is committed to providing procurement opportunities and utilizing as many certified SDVOB vendors as possible in its engagements. The Bridge Authority has policies and procedures in place to ensure that all qualified SDVOB firms can benefit from working with the Bridge Authority. Larger projects are advertised in the Contract Reporter, and the Bridge Authority focuses additional attention on those firms that appear to possess the qualifications needed for a specific project by sending targeted invitations. At this time of economic instability, the Bridge Authority is more budget-conscious than usual and diligent in its funding allocations, but that has not stopped it from seeking SDVOB firms to participate in its procurement activities.

New York State Energy Research and Development Authority (NYSERDA)

To encourage SDVOB participation within NYSERDA's contracts and procurements, information on the updated status of SDVOB vendors is made available to all staff, who routinely search the SDVOB database for qualified vendors to procure goods and services. New solicitations are reviewed for SDVOB opportunities, and required SDVOB provisions are included in the solicitation, indicating up to a 6% goal for vendors where appropriate. Furthermore, the SDVOB goal plan and planned actions are reviewed with executive sponsors annually. In the past 12 months, NYSERDA has increased utilization of SDVOB subcontractors and continues to identify SDVOB firms for discretionary contracts.

New York State Homes and Community Renewal - DHCR, HTFC (DHCR)

DHCR's Office of Economic Opportunity and Partnership Development (OEOPD) is responsible for administration of the program on behalf of the agencies within the HCR structure. OEOPD has ensured that SDVOB program requirements are an integral part of DHCR's business, including the requirements in all appropriate contract language and documents. OEOPD's contract compliance staff also educates and provides technical support to all involved in the contracting and procurement processes, including contractors and subcontractors which must report SDVOB participation quarterly. DHCR continues to reach out to the SDVOB community through continued participation at all events serving the SDVOB community as well as informing SDVOBs of opportunities as they arise.

New York State Homes and Community Renewal - HFA, AHC, SONYMA, MBBA, TSFC (HFA)

HFA supports efforts to promote equal opportunity for all including the promotion of economic opportunities to service-disabled veterans. The Office of Economic Opportunity and Partnership Development (OEOPD) is responsible for administration of the SDVOB program. OEOPD has ensured a 6% participation goal is included in all appropriate contract language. OEOPD's staff educates and provides technical support to all personnel involved in the contracting and procurement processes. HFA achieved over 9% utilization from October 1, 2019 to September 30, 2020 and will continue to work diligently in its outreach and communication to the SDVOB community. OEOPD will also continue to participate at all events serving the SDVOB community. HFA is dedicated to the success of this program.

New York State Insurance Fund (NYSIF)

NYSIF's SDVOB utilization for FY 2019-20 Q3 through FY 2020-21 Q2 is \$1,710,904. Projected SDVOB use in FY 2020-21 Master Goal Plan is \$1,003,518. NYSIF reviews each procurement prior to release to determine the appropriate goal based on the current pool of SDVOBs, capability, and dollar value. NYSIF employs all procurement options available within the scope of SDVOB program to maximize SDVOB utilization including discretionary purchasing and set asides. NYSIF incorporates language in official contracts to promote SDVOB opportunities and sends procurement solicitations to all vendors identified in the SDVOB Directory that can provide or subcontract for the services. Contract compliance with SDVOB goals are monitored through the contractor's compliance report. Approved utilization plans for SDVOBs are posted at NYSIF's website.

New York State Thoroughbred Breeding and Development Fund Corporation

The Fund reviews the SDVOB Directory regularly for new certifications and potential procurement opportunities to help assist the Fund in achieving its goal. The Fund does not have any construction purchases and is limited to looking for new opportunities from commodity and service vendors. Due to a sharp decrease in revenues beginning in March 2020, the Fund has reduced all discretionary spending for the remainder of 2020. Nevertheless, the Fund remains committed to improving its relationships for SDVOB vendors and will continue to reach out to SDVOB vendors for future discretionary spending opportunities. In addition, the Fund will continue to utilize the SDVOB vendors it has developed a relationship with for additional commodity and service purchases as needed.

New York State Thruway Authority

All contracts are evaluated prior to advertisement to determine opportunities for SDVOB participation. The Authority will continue to monitor the SDVOB Directory and identify firms that can be utilized on its heavy highway projects and construction consultant agreements. All commodity and non-engineering procurements are reviewed before a solicitation process begins to determine SDVOB availability. The Authority will use discretionary spending where available. For those procurements above the discretionary authority, solicitations will be reviewed for subcontracting opportunities and, at a minimum, certified SDVOBs in the applicable line-of-business will be added to the bidders list.

The Authority has implemented the following strategies to increase SDVOB utilization:

- Increase outreach/training to potential certified SDVOB firms on “How to Do Business” with the Authority.
- Send upcoming opportunities notifications to SDVOB firms.
- Hold pre-bid meetings to encourage relationships between SDVOB firms and prime contractors.
- Conduct yearly Authority staff training to ensure compliance with SDVOB requirements.
- Continue to attend SDVOB outreach events and conferences in order to identify firms for participation.

Niagara Falls Water Board

Following staff turnover, effective November 9, 2020, the Water Board will be hiring a full-time individual whose duties will include administering the SDVOB program. All bids and RFPs will be reviewed for SDVOB goals and appropriate model language will be incorporated. Greater efforts will be made to ascertain availability of SDVOBs prior to assigning a contract goal. The staff member responsible for administering the SDVOB program will be tasked with seeking education from SDVOB Division staff and will be evaluated in part based on their success in complying with reporting requirements and increasing SDVOB utilization.

Niagara Frontier Transportation Authority (NFTA)

NFTA personnel attend SDVOB training with the Division when offered. The training provides insight into how to better utilize SDVOBs. NFTA makes every effort to ensure SDVOBs are aware of contracting opportunities by advertising contracts greater than \$25,000 in local papers and the Contract Reporter, indicating that SDVOBs are encouraged to respond. Additionally, NFTA reviews the SDVOB Directory and sends opportunities to businesses that meet the description in each specification. Prior to bid submissions, a pre-bid meeting is conducted to inform potential bidders about subcontracting opportunities and NFTA’s commitment to maximize utilization of SDVOBs. NFTA has made specifications available to SDVOBs free of charge in the EEO/Diversity Development office and in the Engineering Department. NFTA has aided SDVOBs on how to gain SDVOB certification.

Office for People with Developmental Disabilities (OPWDD)

OPWDD will continue to make a good faith effort to utilize SDVOB vendors wherever possible. For the past four quarters, the utilization percentage averaged 2.48%. OPWDD will educate procurement staff in the use of SDVOBs in discretionary spending and to solicit qualified SDVOBs to participate as prime vendors on self-performance contracts. OPWDD believes it can attain 6% utilization through prime participation and discretionary spending. OPWDD will continue to set SDVOB goals on agency contracts that provide opportunity.

Office for the Aging (NYSOFA)

The majority of NYSOFA's budget is distributed to Area Agencies on Aging (AAAs) from federal- and State-funded programs; allocations for these programs are based on formulas contained in statute. In addition to the funding distributed to the AAAs, NYSOFA administers contracts with not-for-profit community aging service providers. NYSOFA strongly encourages its contractors to utilize SDVOBs for any non-personal service discretionary spending and includes standard SDVOB language in each contract and competitive offering. To continue to identify SDVOB contractors for procurements, NYSOFA purchasing staff annually attend VETCON. Additionally, NYSOFA staff frequently reference the SDVOB Directory to identify new SDVOB suppliers. The Assistant Minority Business Specialist works directly with NYSOFA purchasing staff to include SDVOB programs in discretionary purchasing.

Office for the Prevention of Domestic Violence (OPDV)

OPDV is a hosted agency in all administrative capacities: by OGS for procurement and finance and by DCJS for budgeting and human resources. The procurement staff at OGS and DCJS have experience and knowledge in working on focused procurement efforts and will vigorously pursue any opportunity to utilize SDVOBs. Additionally, the liaison to the Affirmative Action Administrator working in collaboration with DCJS will ensure on a continuous basis that SDVOB purchasing goals are a priority for OPDV. OPDV has incorporated SDVOBs into its limited purchasing opportunities and looks forward to increasing its support of those entities as more become certified. Due to COVID-19 this year, OPDV is under budget constraints and has been limited in any purchasing needs but will continue to attempt to meet its goals for SDVOBs.

Office of Addiction Services and Support (OASAS)

OASAS will continue to make good faith efforts to utilize SDVOBs for discretionary spending as well as encourage goals in solicitations, where feasible. Opportunity Programs staff will analyze the previous year's spending and determine if there were missed opportunities as well as potential SDVOB reseller opportunities. Staff will then notify purchasing agents of the commodities and services purchased through non-SDVOB vendors where there are resellers. For example, OASAS has established an account with an SDVOB reseller (MJL Enterprises) for office supplies and plans to use this vendor in the future. Opportunity Programs staff will be sending periodic emails to all purchasing staff with reminders, tips, and SDVOB news. OASAS staff will attend any SDVOB conferences, meetings, events/virtual events where possible.

Office of Children and Family Services (OCFS)

To promote certified SDVOB utilization and increased participation, all OCFS contracting and subcontracting opportunities and subsequent goals are determined based on the goods and services being procured for each contract. OCFS encourages programs and contractors to consider SDVOB utilization at a minimum of 6% of their eligible spending. Utilizing kick-off meetings and planning, OCFS offers program areas assistance in locating certified SDVOBs prior to the release of each procurement to accurately reflect SDVOB opportunities and also conducts goal assessments, taking into consideration specific factors pertaining to the procurement to determine if there are SDVOB resources that could fulfill contract needs. OCFS's Purchasing Unit additionally maximizes the use of SDVOBs for all discretionary purchases by reviewing the SDVOB Directory.

Office of General Services (OGS)

OGS utilization currently stands at 5.44% for Q2 FY 2020-21 (compared to 3.26% in FY 2019-20 Q2). Among the Design and Construction contracts, 351 have assigned SDVOB goals, and an increase is anticipated through 2021. Contract monitoring has increased through improved internal process and communications with contractors. Utilization updates will occur at regular milestones as projects reach 25%, 50%, 75%, and 100% completion. OGS staff will continue to participate in events to inform and educate SDVOB firms on OGS opportunities and will continually review solicitations for discretionary purchases to ensure SDVOBs are utilized whenever possible. Over the next year, OGS will include SDVOBs in the outreach for the OGS Emergency Bidders List and will market procurement opportunities to SDVOBs to allow firms time to prepare to compete as primes as well as authorized resellers.

Office of Information Technology Services (ITS)

ITS considers SDVOB utilization in all procurements including preferred source contracts, set-asides, centralized contracts, agency contracts, and open market purchases. ITS incorporates SDVOB utilization language into contracts and encourages all contractors to utilize SDVOB suppliers. Due to the COVID-19 pandemic, continuous outreach and guidance provided to SDVOBs about navigating the procurement process was converted to electronic communication. ITS is working to develop a new review process with OGS in an effort to maximize inclusion of SDVOBs in future procurements. ITS is working actively with the SDVOB Division to meet ITS's goal to purchase commodities, services, and technology from SDVOBs.

Office of Mental Health (OMH)

OMH is committed to the continued growth of SDVOB participation within all available procurement opportunities. As such, OMH's first step in any purchase or contract solicitation is to verify if the need can be met through an SDVOB. SDVOBs are to be placed on all solicitations, and contracts are required to contain SDVOB language and the 6% goals. Waiver requests are scrutinized and will be returned to vendors if good faith efforts are not well documented. Beyond this, the OMH business office employees for each of the 23 psychiatric hospitals are directed to search the SDVOB Directory if they need to purchase commodities for their facility.

Office of Parks, Recreation, and Historic Preservation (OPRHP)

Although OPRHP's utilization remains low, the expenditures to SDVOB are increasing. OPRHP is rolling out a tool to help contract development staff incorporate SDVOB goals in their planning stages. This will be done by breaking out the scope of work and evaluating the available SDVOB in those areas. When reviewing utilization plans, contractors must show the steps they have taken to incorporate SDVOB in their plan. Current contracts with goals are monitored for compliance throughout the contract term. A contract is not allowed to receive a final payment until goals are met.

Office of Temporary and Disability Assistance (OTDA)

During the 2020 calendar year, OTDA has done the following to promote the SDVOB program:

- Established SDVOB participation goals and clearly communicated OTDA's commitment to maximizing spending with SDVOBs in all applicable procurements and purchases.
- Conducted evaluations of new and current contracts to clarify eligible spending.
- Identified and solicited SDVOBs for the purchase of goods and services, increasing OTDA's discretionary purchasing from SDVOBs.

- Apprised procurement staff of the increased discretionary purchasing threshold of \$500,000.
- Forwarded the SDVOB Directory to all procurement and purchasing staff.
- Established an internal review process to identify potential set-asides for SDVOBs.
- Participated in virtual outreach in supporting SDVOBs.

OPRHP will continue to work with the Division to ensure it institutionalizes SDVOB best practices.

Office of the Inspector General/Office of the Welfare Inspector General

The New York State Inspector General is fully committed to procurement practices in support of SDVOBs. All Inspector General staff members responsible for procurement regularly consult the SDVOB Directory to determine purchasing opportunities. The Inspector General continuously reviews procurement policies and procedures to ensure that every effort is made to utilize and support SDVOBs.

Office of the Medicaid Inspector General (OMIG)

OMIG is committed to supporting the State's effort to utilize SDVOBs. As such, it is OMIG's policy to encourage and foster equal participation for SDVOBs in the provision of goods and services. While OMIG maintains relatively few contracts, SDVOBs are included in bidder lists and are targeted for discretionary purchases whenever appropriate. OMIG has exceeded the required 6% SDVOB utilization for FY 2019-20. Despite the fiscal challenges due to the COVID-19 pandemic, OMIG will strive to meet the Statewide SDVOB participation goal of 6% for FY 2021-2022.

Office of the State Comptroller (OSC)

OSC's Bureau of Finance has established directives that mandate and instruct all purchasing agents to be mindful that all contracts over \$50,000 must include SDVOB subcontracting goals where feasible. In support of the SDVOB program, OSC's Bureau of Finance has conducted agency-wide educational training that creates within the divisions a culture that supports and encourages procurement opportunities for qualified SDVOBs. During the previous four quarters (FY 2019–20 and 2020-21), OSC's SDVOB spending totaled \$4,081,211, which represents 0.02 % of approved spending. OSC will continue participation in statewide outreach events and use discretionary thresholds along with approved set aside contracts to achieve greater utilization.

Office for Victim Services (OVS)

The following describes OVS's process of identifying SDVOB vendors and contracts related to its Federal Training Grant:

- Subject matter expert consultants are solicited from OVCTTAC and NAVAA for contract consideration.
- The SDVOB Directory is searched via keyword for additional candidates.
- Quotes for services are requested from all potential consultants.
- Candidates are vetted and awarded based on subject matter expertise, value and SDVOB status.

Recently, OVS has been able to utilize an SDVOB vendor, MJL Enterprises, for office supplies. With the ability to now order from an SDVOB office supply participant, OVS believes it should be able to achieve a 6% utilization goal each quarter.

Ogdensburg Bridge and Port Authority (OBPA)

While OBPA is committed to supporting SDVOB firms in discretionary spending and elsewhere, as feasible, the OBPA has not had as many opportunities to contract with SDVOB businesses as it would like. OBPA follows the number of SDVOBs that perform work in the North Country to ascertain whether any SDVOB vendors would be likely to participate in OBPA projects. As more SDVOB firms are certified in the North Country, OBPA will be more fully able to support SDVOBs.

Olympic Regional Development Authority (ORDA)

ORDA will continue to strive to achieve the 6% SDVOB goals by building upon its current efforts and will continue to conduct and attend outreach events, assist Veterans with becoming certified, and develop set-aside opportunities for SDVOB firms wherever possible. Additionally, ORDA distributes a list of interested SDVOB vendors to all contractors bidding projects for ORDA. ORDA analyzes the current number of SDVOB firms that do work in the North Country Region as well as adjacent regions to determine the likelihood of receiving eligible bids from SDVOB firms. ORDA also develops a market study annually to determine interest by SDVOB vendors to participate in ORDA projects. ORDA monitors every contract over the SDVOB thresholds on a quarterly basis to determine if SDVOB goals are being met, and if not, works with the contractors to develop a remedial action plan to achieve these goals.

Port of Oswego Authority

Because of the specialized nature of its work, the Port of Oswego Authority struggles to find opportunities to contract with SDVOB firms. The Authority is always attempting to look for avenues in which it can utilize vendors on a more consistent basis in its discretionary spending. The Authority was fortunate enough to recently locate an SDVOB supply company that is able to meet some needs with the hope that more discretionary purchases can be diverted to that vendor. The Authority has steadily increased its utilization percentages over the previous four quarters. The Authority has made efforts to develop the SDVOB section of its website so that all information for SDVOBs is readily available and that any contract opportunities are abundantly clear. The Authority is very diligent in ensuring that contracts are met with good faith efforts in an attempt to encourage the highest level of SDVOB participation.

Public Employment Relations Board (PERB)

While PERB encounters very few opportunities in the area of contracting, consideration of SDVOBs has been integrated into PERB's procedures when selecting vendors for discretionary purchases, along with preferred source, MWBE and other vendors on centralized State contracts. The Executive Director currently receives regular updates to the list of certified SDVOBs and will continue to work with the Administrative Officer to make SDVOBs part of the collection of vendors considered regarding day-to-day purchases. Q3 and Q4 of FY 2019-20 showed a steady increase in SDVOB utilization, but Q1 of FY 2020-21 had no utilization of SDVOBs due largely to the fact that staff were working remotely. The main SDVOB utilization is discretionary purchases for office supplies so with no staff in the office there was no need for office supplies. Q2 of FY 2020-21 has shown an increase in SDVOB as staff return to the office. During 2020 PERB will continue to look for more opportunities to utilize SDVOB vendors.

Rochester Genesee Regional Transportation Authority (RGRTA)

RGRTA staff review the SDVOB Directory and send notifications to eligible SDVOB firms. During pre-bid meetings, potential bidders are reminded of SDVOB goals and subcontracting opportunities. SDVOB firms not able to submit as prime contractors are encouraged to attend in order to network with

potential prime contractors. Purchases below \$25,000 are assessed for opportunities to include SDVOB firms in the quoting process or, if available, discretionary spend. RGRTA also participates in regional small business events to meet firms and discuss purchasing needs.

Roosevelt Island Operating Corporation (RIOCI)

The RIOCI FY 2020-21 strategy objectives included attending marketing events for SDVOBs and seeking procurement opportunities for SDVOBs as prime contractors. There have been limitations on in-person marketing events due to COVID-19 in Q1 and Q2. RIOCI will continue to pursue SDVOB firms to participate in projects where there are opportunities for such participation. RIOCI reviews all procurements to assess trades and opportunities for SDVOB firms. RIOCI then uses the SDVOB Directory to locate certified firms and invite them to bid on projects. RIOCI and the Owners Representative for RIOCI are monitoring SDVOB utilization with each payment request submission for compliance and goal achievement.

Roswell Park Cancer Institute (RPCI)

Roswell Park has worked with the Buffalo Purchasing Initiative to share information on SDVOBs that have had success with members. This effort has brought Roswell Park several new organizations to work with in the areas of IT, construction and pre-employment background checks. Roswell Park also reviews the updated SDVOB Directory to see what new organizations were added that it may be available to contract with. Once the pandemic is under control, Roswell Park staff plan to get back to regular in-person meetings and vendor fairs. For all contracting opportunities, staff evaluate whether or not there is availability for SDVOB participation and solicit interest before an RFP goes out.

Schenectady Metroplex Development Authority

The Authority promotes economic development opportunities for local businesses as well as the goal of 6% for SDVOBs. The Authority's outreach efforts include utilizing the SDVOB Directory to identify SDVOBs and participating in local events, when possible, to educate businesses on opportunities. The Authority includes SDVOB contract language in competitive procurement contracts and purchases and works with private developers to identify local SDVOBs. The Authority hopes to get closer to the goal of 6% in the future as additional SDVOBs are certified, specifically those that are local to Schenectady County.

State Commission of Correction (SCOC)

SDVOB language is included in solicitations and contracts. Informative communications pertaining to SDVOB is provided, as appropriate. DCJS Procurement, which handles SCOC purchasing, promotes SDVOB vendor utilization and solicits SDVOB vendors for commodities and services that could be obtained from an SDVOB vendor.

State University Construction Fund (SUCF)

SUCF procurements must have a SDVOB goal determination prior to release of procurement advertisements and SUCF staff continuously review procurements and the SDVOB Directory to identify and match opportunities for set asides for exclusive SDVOB bidding. Additionally, all procurements and the Directory are reviewed to determine the appropriate goal for subcontracting opportunities for SDVOBs. Email blasts are sent to SDVOBs for advertised procurements and SUCF staff participate in exposition and outreach events for SDVOBs. All SUCF staff associated with procurement are educated on SDVOB program requirements and expectations.

State University of New York (SUNY)

SUNY actively promotes and supports the utilization of SDVOBs by all 30 campuses through the implementation of a new SDVOB Program Software automation tool that quickly: (1) finds SDVOB firms for every scope of work in every procurement, (2) sets goals for SDVOB participation, and (3) downloads a list of SDVOB firms for outreach via email blast. SUNY has also implemented NY State Contract System compliance software for managing prime contractor performance vis-a-vis SDVOB subcontract participation and payment. SUNY delivers mandatory training sessions for campus procurement staff on the best practice use of these applications. SUNY staff identify quality SDVOB suppliers at semi-annual University-wide Purchasing Association meetings, participate in VETCON, and host SDVOB-specific outreach events. SUNY is also working with the Director of Procurement to implement set asides where applicable to increase utilization in specific procurements.

Syracuse Regional Airport Authority (SRAA)

SRAA has developed an overall SDVOB utilization strategy which included updating procurement and contracting policies and processes to incorporate SDVOBs. SRAA has identified multiple potential SDVOBs to support SRAA and will continue to develop strategic efforts, which include the following: (1) creating a dedicated resource to provide SDVOB support services; (2) identifying suppliers by commodity; (3) developing category-specific strategies; (4) working with large suppliers to identify methods of utilizing SDVOBs; (5) integrating SDVOB utilization into all procurements; and (6) developing strategic relationships with SDVOBs.

United Nations Development Corporation (UNDC)

UNDC's efforts to promote utilization of SDVOBs includes assessing State contracts for SDVOB goals; listing established goals in ads and requests for proposals; and encouraging or requiring contractors to utilize SDVOBs as subcontractors. When assessing State contracts for SDVOB goals, staff considered UNDC's SDVOB goal plan, the contract and subcontract scopes of work, the potential subcontract opportunities, and the number of SDVOBs available to perform the work. UNDC has an MWBE/SDVOB forms package that includes information about SDVOB requirements and is provided to prospective bidders. UNDC added language on its website that includes information about the SDVOB program and New York State's 6% SDVOB participation goal. UNDC requires contractors to submit quarterly SDVOB utilization reports.

Upper Mohawk Valley Water Authority (MVWA)

MVWA owns and operates a water supply, treatment, transmission, and distribution system that serves a population of about 130,000 people in the eastern portion of Oneida County, and service is provided to parts of two other towns in Herkimer County. Principal water system components include the water intake at Hinckley Reservoir, a direct filtration water treatment plant, pump stations, water storage facilities, approximately 704 miles of transmission and distribution mains, and related appurtenances. MVWA is in a very challenging area in the State where only one SDVOB operates in the 13502 ZIP Code and there are only six in total in Oneida County. Nevertheless, MVWA includes SDVOBs in requests for proposals and in contracting language when subcontractors are involved.

Westchester County Health Care Corporation (WCHCC)

WCHCC's SDVOB outreach efforts throughout FY 2019-20 and thus far in 2020 included meeting with site and department leaders to inform them about WCHCC's supplier diversity commitment and initiative, which includes doing business with SDVOB vendors. WCHCC also held a training session presented by a representative of the SDVOB Division last year. Information was disseminated for

attendees to access the SDVOB Directory should opportunities become available for their department to procure goods and/or services from SDVOBs. Other efforts have included emailing the updated lists of certified SDVOB vendors to WCHCC's department leaders to ensure they have the most recent information in case opportunities become available for their department to procure goods and/or services from SDVOBs. Finally, WCHCC staff attends VETCON to meet vendors that can assist in meeting SDVOB goal.

Workers Compensation Board (WCB)

WCB continues good faith efforts to meet the 6% goal. Procurement staff follow State guidelines and internal procedures to fulfill the estimated goal. The opportunity to utilize SDVOBs is pursued through agency contracts or discretionary spending for commodities and services. Centralized contracts are reviewed to identify SDVOB resellers and accounts are established to develop long term working relationships with vendors. WCB has established standard practices to promote SDVOB utilization, which includes assessing contracts for goals; searching the SDVOB Directory; emailing select vendors notices of solicitation; posting advertisements; including links within contract documents; updating website procurements; attending outreach events; expanding program knowledge through training; and monitoring compliance of utilization plans.